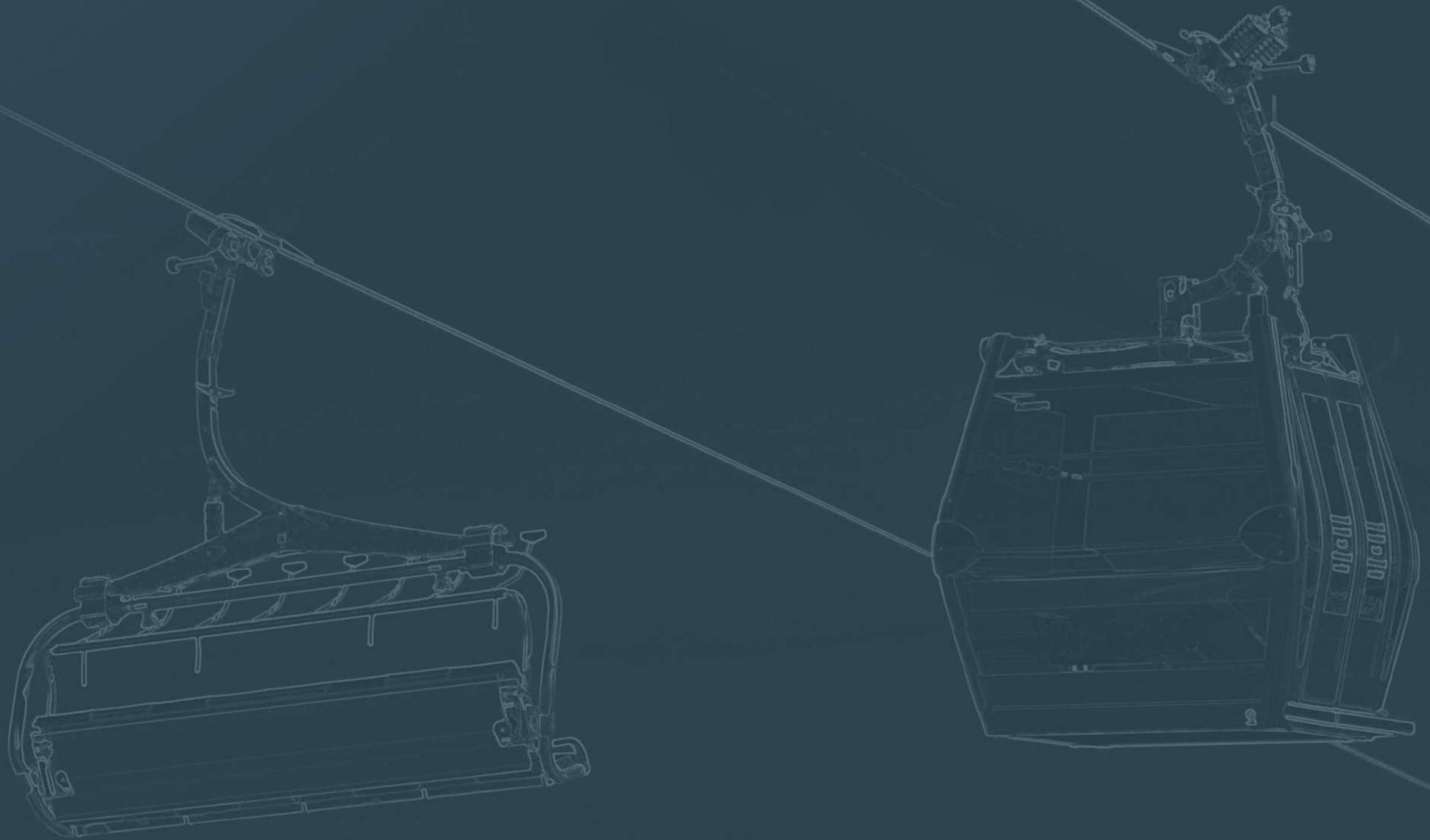


POMA

SERVICES —

SECURITY & AVAILABILITY
at the heart of our services





"POMA is your **partner throughout the entire lifecycle** of your ropeway system.

We are **committed to sharing your priorities** in terms of **safety, reliability and sustainability**.

We work **alongside your teams** every day, putting our know-how and expertise **at your service**."

Fabien FELLI

Group POMA Chairman





POMA

By your side

POMA, a pioneer in ropeway systems with **more than 3,500 installations and 25 subsidiaries** worldwide, stands as an international expert, **capable to intervene quickly anywhere in the world** to guarantee **performance and availability** of installations.

1993

Creation of the
Services Department

+100

dedicated employees

90+

countries

5

continents



A 360° Support

Throughout the entire life cycle

INSTALLATION
UPGRADES

TECHNICAL
ADVICES

OVERHAUL &
MAINTENANCE

ON-SITE
OPERATIONS

OPERATION &
MAINTENANCE

POMA
ACADEMY

SPARE
PARTS

DIGITAL
SERVICES

Installation Upgrades

*Modernise to last,
Optimise to perform*

RELOCATION

Relocation, adaptation and compliance upgrades of equipment to support region development.

RETROFIT

Integration of the latest technologies to modernise installations.

PERFORMANCE UPGRADES

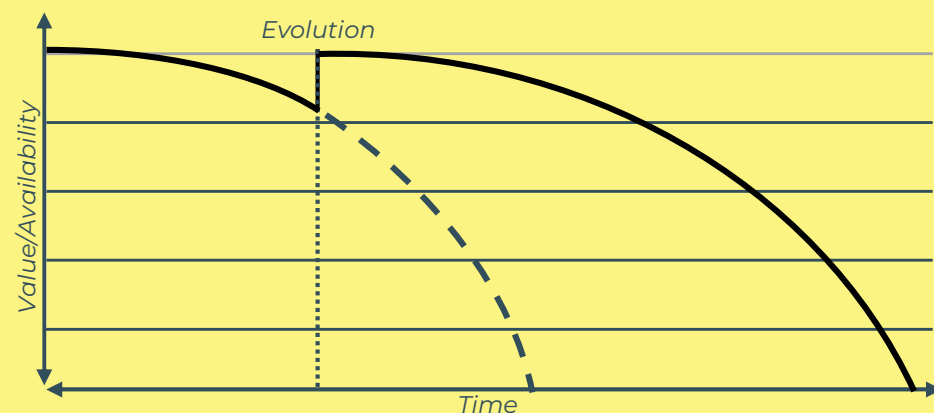
Targeted improvements to adapt the infrastructure to new operational needs.

RENOVATION

Global actions to restore operational capacity and visual appearance.

KEY OBJECTIVES

- Enhance passenger and operator safety
- Reduce costs and simplify maintenance
- Increase availability and reliability of the equipment
- Improve passenger experience and operator image





Technical Advices

Informed diagnostics to ensure safety and availability

POMA expertise dedicated to installation availability and safety.

■ TECHNICAL SUPPORT

A **24/7 hotline** for rapid diagnosis and immediate solutions.

■ INSPECTION SUPPORT

Planning and coordination regulatory inspections to minimise downtime and keep costs under control.

■ TECHICAL AUDIT

In-depth analysis to assess condition, compliance and improvement potential.

■ MAINTENANCE ENGINEERING

Data analysis and diagnostics to deliver targeted recommendations.

■ OPTIMISATION

Adjustments, improvements and maintenance strategies **to improve efficiency and reduce wear.**

PROS

- Proven **field expertise**
- **Data-driven decision making**
- Integrated **remote diagnostics**

Overhaul & Maintenance

The manufacturer's expert knowledge

On-site or workshop overhaul and inspection, based on **decades of experience and proven processes ensuring quality and traceability.**

A FULL RANGE OF SERVICES

- ELECTRICAL
- MECHANICAL
- LINE
- TENSIONING
- VEHICLES
- BRAKING

STANDARD EXCHANGE FOR UNINTERRUPTED OPERATION

Rapid return to service by replacing the part with a similar new or reconditioned one.

TRANSPARENCY & TRACEABILITY WITH A MAINTENANCE REPORT

All operations documented and systematically shared with clients.

A CERTIFIED QUALITY



POMA is ISO 9001, 14001 and 45001 certified.

All workshop overhauls guaranteed for 6 months and up to 2 years in the case of a standard exchange.



On-site Operations

The manufacturer's expertise

■ TROUBLESHOOTING

Intervention on **any malfunction**, supported by **remote assistance**.

■ UPGRADES

Full support – from consultation to installation – for system upgrades.

■ ROPE WORK

Replacements, shortening and adjustments carried out in accordance to **strict POMA standards**.

■ ADJUSTMENTS

Targeted settings to improve comfort and energy consumption.

EXPERTISE AT ALL TIMES

A **versatile and responsive team, with advanced technical expertise**, operates day and night, worldwide, to ensure the availability, reliability and safety of installations.

Operation & Maintenance

Ensuring long-term performance

POMA provides **ongoing support beyond commissioning to guarantee safety, availability and durability** of installations.

TO EACH SITUATION ITS TAILORED SOLUTION

POMA offers three services levels :

OPTIMIZE

- Assistance and solutions -

Expertise and tools ensuring **safety and regulatory compliance**.

INSURE

- Performance and budget -

Optimised availability and budget control through stock management and technical support.

FULL

- Turnkey operation-

POMA handles all operations, ensuring **performance and reliability**.

GLOBAL PRESENCE, LOCAL SOLUTIONS

POMA is collaborating with local partners to structure operations and ensure long-term performances.

transfer of skills
TRAINING
HIRING company creation



AMONG OUR O&M SITES

URBAN

All urban gondolas – ETAC, Algeria
Minimetro® Cairo Airport – Cairo, Egypt
Papang – Saint Denis, La Réunion, France
Téléo – Toulouse, France
Minimetro® Miami Airport – Miami, U.S.A.
Aerial Tramway – New York, U.S.A.
Metrocable – Medellín, Colombia
Telecabinas – Santo Domingo, Dominican Rep.
AeroVia – Guayaquil, Ecuador
Angelo – Ajaccio, France

TOURISM

Amazonas Kuelap – Chachapoyas, Peru
Beauval Zoo Parc – Saint-Aignan, France
Gondola – Galala, Egypt
Bhaleydhunga – Yangang, India

SCIENCE & INDUSTRY

Vicat Cement – Grenoble, France
Cleanroom connection CEA – Grenoble, France
Luzenac's Talc Quarry – Luzenac, France

SPECIAL PROJECTS

British Airways i360 – Brighton, GB



POMA Academy

Performance starts with training

POMA is committed to **performance, availability, safety and durability** of the infrastructures. For over 40 years, POMA Academy has been **training operators worldwide** throughout the lifecycle of installations.

THE MISSIONS

- **SUPPORT RECRUITMENT** FOR NEW SITES
- **TRAIN** TEAMS AND **ASSESS** SKILLS

98%+ SATISFACTION
1000+ TRAINEE/YR

POMA Academy develops programs **tailored to each client.**

— **VARIOUS FORMATS**

Online, in-person, on-site,
in training centers

— **TEACHING RESOURCES**

First-class training delivered using
advanced equipment

— **A COMPLETE OFFER**

70+ courses in-person and
e-learning

— **TAILOR-MADE TRAININGS**

Personalised content and programs



Spare Parts

Manufacturer's quality assurance

Over 20,000 references, new or reconditioned parts, ensuring perfect compatibility across all generations of installations.

MANUFACTURER'S QUALITY AND TRACABILITY

Genuine manufacturer parts, tracked throughout the lifetime of the equipment, ensuring quality, reliability and compliance, and extending the installation's lifespan.

PRESENCE IN 50+ COUNTRIES 100% manufacturer compatibility
for the entire lifespan of the installation **GUARANTEED TRACABILITY**

A COMPLETE SERVICE FOR PERSONALISED SUPPORT

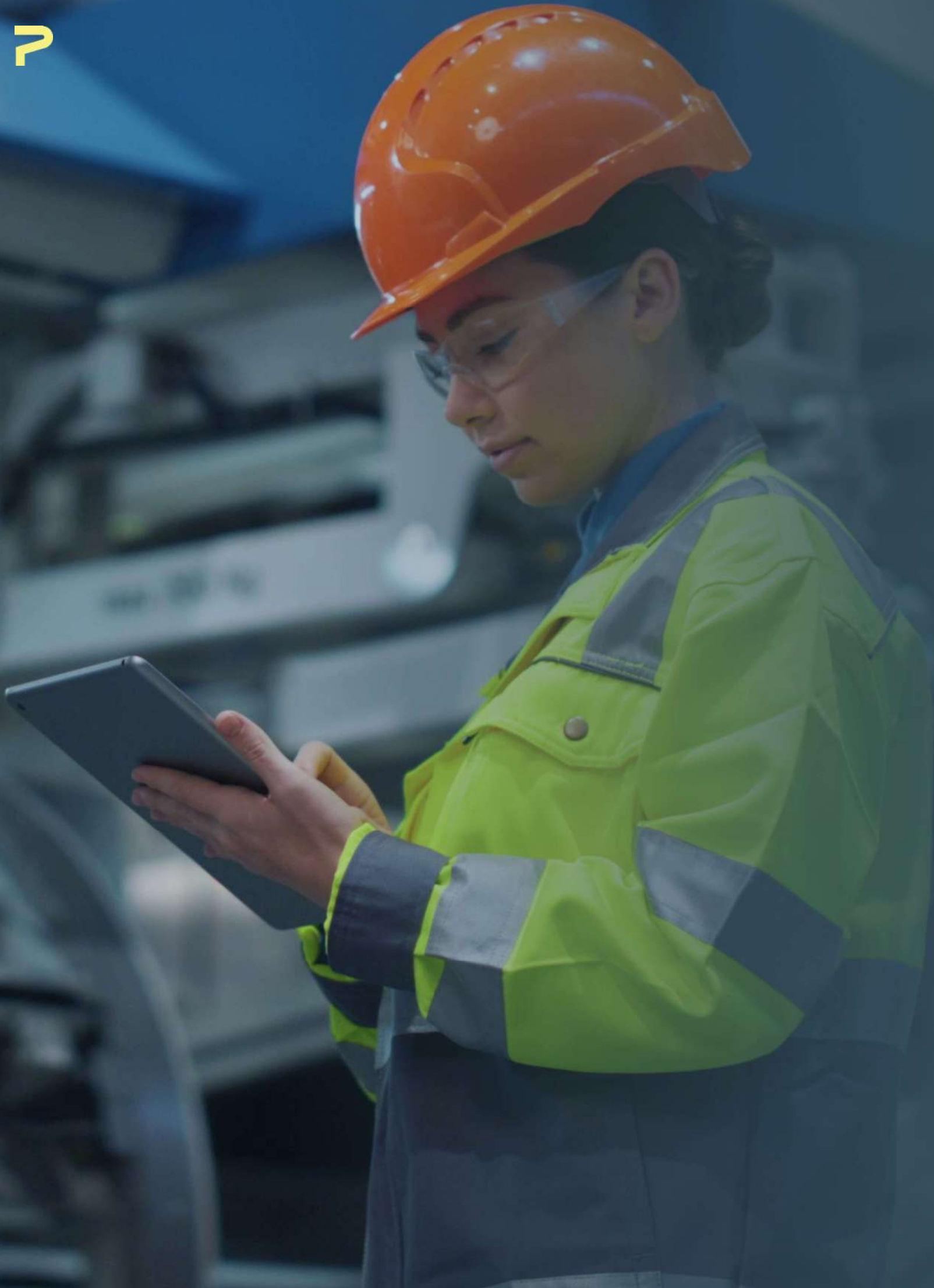
A dedicated, responsive and accessible service helps operators worldwide to identify, select and order parts.

POMA WEBSHOP

A personalised platform featuring **everyday references**, allowing users to access technical datasheets, request quotations and track orders in just a few clicks.

DEDICATED TEAM

POMA experts provide expert guidance, recommending reliable and tailored solutions for safe and sustainable operation.



Digital Services

Simplifying operation and maintenance

POMA's digital solutions provide access to the key data, support and technical information needed for **planning ahead and optimizing operations and maintenance**.

A COMPLETE DIGITAL SUITE

■ SMART MONITORING & PREDICTIVE MAINTENANCE

Real-time monitoring to detect and address issues **before they impact availability**.

■ SKADII®

Centralised operational data for easier supervision and management.

■ COPILOT®

Fast and secure interventions thanks to **instant access to technical documentation**.

■ PROXIMAN

Remote electrical diagnostics for **immediate expert support**.

ALL POMA SERVICES, ONE SINGLE POINT OF CONTACT

Mail : online@poma.net
Tel : +33 476 287 001

DEDICATED EXPERTS **ALL OVER THE WORLD**

POMA
Voreppe, France

POMA KOREA
Seoul, Korea

POMA EGYPT
Cairo, Egypt

POMA COLOMBIA
Bello, Colombia

POMA BEIJING
Beijing, China

LEITNER POMA OF AMERICA
Grand Junction, U.S.A

POMA VIETNAM
Hô Chi Minh-Ville, Vietnam

POMA
SERVICES —